

**Description of Methods of Administration to Assure
Compliance with the Requirements of
Title VI of the Civil Rights Act of 1964**

Office of Medicaid Policy and Planning Obligations

- Provide each program applicant with a written statement of rights via pamphlet or on the application form.
- Inform providers that civil rights violations may lead to decertification via a statement in the provider agreement.
- Advise all contractors of obligation to ensure non-discriminatory practices via a clause in the contract.
- Advise all employees of their civil rights and complaint procedures via posters, bulletins and handbooks distributed by Family & Social Services Administration Human Resources.
- Make available for public review this description of the agency's methods of administration to assure compliance with Section 504 requirements.
- Ensure investigation of complaints against providers by either the Indiana Civil Rights Commission or the United States Department of Health and Human Services, Office for Civil Rights.
- Provide, via the PAS Coordinator, a summary of patient rights and complaint procedures at the time of Pre-Admission Screening (PAS).
- Inform Long Term Care Facility patients and applicants that intake, admission, patient evaluation and treatment must be non-discriminatory via statements contained in application forms and in materials distributed/posted by Pre-Admission Screening Coordinators and LTC providers.
- Notify Medicaid recipients of their rights and complaint procedures annually.

TN No. 95-001
Supersedes
TN No. 94-004

Approval Date 3-14-95 Effective Date 1-1-95

Medicaid MMIS Contractor Obligations

- Distribute Medicaid Provider Manuals containing an explanation of providers' obligations to ensure non-discriminatory delivery of Medicaid-covered services.
- Notify service providers, via periodic bulletins, of their obligation to assure non-discriminatory provision of Medicaid services to individuals with AIDS or HIV.
- When distributing Medicaid Provider Manuals, supply providers with copies of pamphlets and fact sheets provided by the U.S. Office for Civil Rights.

State Department of Health Obligations

- Each time a nursing facility certification survey is conducted, the surveyor will:

Ask the facility administrator to complete and sign Civil Rights Form #28348 ("Nursing Home On-site Review Report")

Review the completed form and check for the proper posting of the open admissions policy

During the course of the survey, observe the residents and staff to assure non-discriminatory policies are followed

Include the Civil Rights Survey Form with the facility's certification and transmittal packet.

Long Term Care Provider Obligations

- Notify the Office of Medicaid Policy and Planning of civil rights complaints or lawsuits filed against the provider.
- Cooperate with inspections or investigations of civil rights violations.
- Sign a Medicaid Provider agreement indicating that civil rights violations may result in revocation of provider status.
- Complete Civil Rights Survey Form #28348 as required by surveyor conducting certification survey.
- Include open admissions policy on marketing materials; maintain written policies regarding the protection of patients' civil rights; and display the Office for Civil Rights' "Fact Sheet" supplied by the Medicaid agency.

TN No. 95-001

Supersedes

TN No. 94-004

Approval Date 3-14-95 Effective Date 1-1-95